

HealthLink - How it can support you

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The Thalidomide Trust

Who are we?

- Michelle-Jane Robinson – H&W Team Administrator
- Emily Bates – HealthLink Coordinator (Health and Social Care)
- Anne Horton – Healthlink Coordinator (Mobility and Independence)
- Dee Morrison – Medical Adviser

Inside the team

Dee – Medical issues

Anne – Occupational Therapy

Emily – Social care and benefit advice

Michelle-Jane – Everything for everyone

Outside the team

Outside the team

- Volunteer Visitors
- VTAG : Volunteer Technology Advisory Group
- NAC : National Advisory Committee
- Outside agencies and experts

Myths about HealthLink

So what are they?

- HealthLink is purely a telephone advice line
- You have to be really struggling before you get in touch with HealthLink – it's only for solving really serious problems
- You can only contact HealthLink about medical issues

Dispelling the myths

Call us on the Team number : 01480 226769

But you can also email us healthlink@thalidomidetrust.org

Write to us if you find it easier to explain things in a letter to:
Healthlink at the usual Thalidomide Trust address.

Numbers are increasing

- In the last 6 months 159 beneficiaries have had some contact with the HealthLink team.....That's more than 1 in 3 of you!
- And not everyone was really struggling – many of you just had a quick question for us...or wanted to talk through something that your doctor has said to you.

What can I contact HealthLink about?

In terms of the things that you can contact us about?
Well there are no rules.....contact us about:

- Medical problems
- Anything that affects your health and wellbeing
- If there's something bothering you, or something you need further information about...just give us a call or e-mail us.

Recent queries from beneficiaries

- Writing to GPs and talking to GPs
- Talking to a surgeon because a beneficiary had concerns about having a general anaesthetic
- Lending someone a vein-finder and handling enquiries re blood tests
- Writing a letter to a housing department re accommodation required
- Writing a letter of support to occupational health for a beneficiary
- Helping with an appeal for reduction in hours of care
- Helping someone about to lose their Motability car
- Answering questions about getting a blue badge and giving out letters
- Providing advice on car adaptations and garages and assessment centres

What can I expect from HealthLink?

If you contact the HealthLink team we will always:

- listen and try to understand
- give you space and go at your pace
- help you understand your health issues
- discuss the support/solutions that might be available to help to give you choices

So where do we go next?

- Increase our knowledge
- Produce factsheets
- Share more information
- Learn more about home adaptations
- Find out what wheelchairs work best for us

HealthLink want to hear from you

We want to hear form you,
So please contact us

Thank you for listening